GOVERNMENT OF INDIA
EXTERNAL AFFAIRS
LOK SABHA

UNSTARRED QUESTION NO:1660
ANSWERED ON:13.03.2002
HARASSMENT TO PASSPORT APPLICANTS .
BIKRAM KESHARI DEO

Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) the number of complaints received by the Government during the last three years regarding harassment caused by the Regional Passport Offices in issuing the passports to the genuine applicants;

(b) the steps taken by the Government to ensure the passports are issued to the genuine applicants without any hindrance and harassment; and

(c) the details thereof ?

Answer

THE MINISTER OF STATE FOR EXTERNAL AFFAIRS (SHRI OMAR ABDULLAH)

a) The number of complaints received by the Government during the last three years regarding harassment caused by the Regional Passport Offices and petitions/requests for expeditious issue of passports is as follows:-

1999 - 498
2000 - 1047
2001 - 1350

b) & c) The Government has set up a Public Grievances Cell at the headquarters of the Central Passport OrganisationMost of the complaints received from the applicants either relate to delay in issuance of passports or are requests for issuance of passports on urgent basis. The delays generally occur either due to some deficiencies in the applications or non-receipt of Police Verification Reports. In case of deficiencies in applications or non-compliance of certain requirements by the applicants, the applicants are contacted to do the needful and to complete all necessary requirements. In cases where Police Verification Reports are notreceived, the concerned police authorities are contacted to expedite Police Verification Reports.